

Enterprise Incident Report January 2013

As of 2/1/2013

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Human Resource Management	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Capitol Desktop Support	Brian Bintz	0 0	13 2	0 0	13 2
		Chad Poll	0 0	2 2	0 0	2 2
		Joshua Furgason	0 0	5 3	1 1	6 4
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Tom Hanson	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	24 9	1 1	25 10
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	FCR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1	1	0	2
			0	0	0	0
	Enterprise Security	Bobette Phillips	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	2	0	2
			0	2	0	2
		James Stearns	0	2	0	2
			0	2	0	2
		Julie VanBeekum	0	2	0	2
			0	2	0	2
		Vicky Marrelli	1	4	0	5
			1	4	0	5
		Assigned to Individual Total	1	10	0	11
			1	10	0	11
	Metro B Desktop Support	Cindy Reed	0	1	0	1
			0	0	0	0
		Sean Chadbourne	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	2	0	2
			0	2	0	2
		Gavin Barney	0	2	0	2
			0	2	0	2
		Todd Manning	0	1	0	1
			0	1	0	1

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Human Resource Management

			High	Low	Medium	FCR Total
Human Resource Management	Metro B Help Desk	Val Shepherd	0	5	0	5
			0	4	0	4
		Assigned to Individual Total	0	10	0	10
			0	9	0	9
	Metro B Hosting	James Gramse	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro C Desktop Support	Benjamin Moore	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Bill Hall	0	1	0	1
			0	1	0	1
		Cliff Jensen	0	2	0	2
			0	2	0	2
		Reed Stohel	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	4	0	4
	Metro C Hosting	Jason Wihongi	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C West Desktop Support	Shane Squire	0	1	0	1
			0	0	0	0

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Human Resource Management

			High	Low	Medium	FCR Total	
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Metro D Desktop Support	Lynn McCrary	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Metro D Help Desk	Doug Brown	0 0	1 1	0 0	1 1	
		John Robinson	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	2 2	0 0	2 2	
	Rural Central Desktop Support	John Donaldson	0 0	1 0	0 0	1 0	
		Troy Morris	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	4 0	0 0	4 0	
	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	2 1	0 0	2 1	
		Assigned to Individual Total	0 0	3 1	0 0	3 1	
	Assigned Group Total		2 1	72 40	1 1	75 42	
	Customer Company Total			2 1	72 40	1 1	75 42

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Human Resource Management	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Capitol Desktop Support	Brian Bintz	0 0	13 0	0 0	13 0
		Chad Poll	0 0	2 0	0 0	2 0
		Joshua Furgason	0 0	5 0	1 0	6 0
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Tom Hanson	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	24 1	1 0	25 1
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MIR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1 0	1 0	0 0	2 0
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	1 0	4 2	0 0	5 2
		Assigned to Individual Total	1 0	10 2	0 0	11 2
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Gary Graham	0 0	2 0	0 0	2 0
		Gavin Barney	0 0	2 0	0 0	2 0
		Todd Manning	0 0	1 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MIR Total
Human Resource Management	Metro B Help Desk	Val Shepherd	0	5	0	5
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Metro B Hosting	James Gramse	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Desktop Support	Benjamin Moore	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	1	0	1
			0	0	0	0
		Cliff Jensen	0	2	0	2
			0	0	0	0
		Reed Stohel	0	1	0	1
			0	0	0	0
	Metro C Hosting	Ross Owen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
		Jason Wihongi	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C West Desktop Support	Shane Squire	0	1	0	1
			0	0	0	0

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Human Resource Management

			High	Low	Medium	MIR Total	
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Metro D Desktop Support	Lynn McCrary	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0	
		John Robinson	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	2 0	0 0	2 0	
	Rural Central Desktop Support	John Donaldson	0 0	1 0	0 0	1 0	
		Troy Morris	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	4 0	0 0	4 0	
	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0	
		Assigned to Individual Total	0 0	3 0	0 0	3 0	
	Assigned Group Total		2 0	72 5	1 0	75 5	
	Customer Company Total			2 0	72 5	1 0	75 5

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Resource Management	Application Services	Danielle Hood	0 0.00	2 0.68	0 0.00	2 0.68
		Martin Gonzalez	0 0.00	3 58.66	0 0.00	3 58.66
		Assigned to Individual Total	0 0.00	5 35.47	0 0.00	5 35.47
	Capitol Desktop Support	Brian Bintz	0 0.00	13 0.22	0 0.00	13 0.22
		Chad Poll	0 0.00	2 0.00	0 0.00	2 0.00
		Joshua Furgason	0 0.00	5 0.47	1 0.00	6 0.39
		Scott Wunderlich	0 0.00	1 0.37	0 0.00	1 0.37
		Tom Hanson	0 0.00	3 1.58	0 0.00	3 1.58
		Assigned to Individual Total	0 0.00	24 0.43	1 0.00	25 0.41
	Capitol Hosting	Curtis Parker	0 0.00	1 0.10	0 0.00	1 0.10

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Human Resource Management

			High	Low	Medium	ATTIR Total
Human Resource Management	Capitol Hosting	Jake Vandenberghe	1 0.17	0 0.00	0 0.00	1 0.17
		Assigned to Individual Total	1 0.17	1 0.10	0 0.00	2 0.13
	Enterprise Security	Bobette Phillips	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.15	0 0.00	2 0.15
		Julie VanBeekum	0 0.00	2 0.24	0 0.00	2 0.24
		Vicky Marrelli	1 0.00	4 0.79	0 0.00	5 0.63
		Assigned to Individual Total	1 0.00	10 0.39	0 0.00	11 0.36
	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Sean Chadbourne	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	2 0.03	0 0.00	2 0.03
	Metro B Help Desk	Gary Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Gavin Barney	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTIR Total
Human Resource Management	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	5 0.12	0 0.00	5 0.12
		Assigned to Individual Total	0 0.00	10 0.06	0 0.00	10 0.06
	Metro B Hosting	James Gramse	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	1 0.33	0 0.00	1 0.33
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	1 0.00	0 0.00	1 0.00
		Cliff Jensen	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Metro C Hosting	Jason Wihongi	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	1 0.39	0 0.00	1 0.39

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Human Resource Management

			High	Low	Medium	ATTIR Total
Human Resource Management	Metro C West Desktop Support	Shane Squire	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Lynn McCrary	0 0.00	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	0 0.00	1 0.49	0 0.00	1 0.49
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	1 0.33	0 0.00	1 0.33
		Troy Morris	0 0.00	3 0.35	0 0.00	3 0.35
		Assigned to Individual Total	0 0.00	4 0.34	0 0.00	4 0.34
	Voice Operations	Julie Sabato	0 0.00	1 0.49	0 0.00	1 0.49
		Romanza Hamblin Sorensen	0 0.00	2 0.29	0 0.00	2 0.29
		Assigned to Individual Total	0 0.00	3 0.36	0 0.00	3 0.36
	Assigned Group Total		2 0.08	72 2.73	1 0.00	75 2.62

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Human Resource Management

	High	Low	Medium	ATTIR Total
Customer Company Total	2 0.08	72 2.73	1 0.00	75 2.62

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Human Resource Management	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Capitol Desktop Support	Brian Bintz	0 0	13 0	0 0	13 0
		Chad Poll	0 0	2 0	0 0	2 0
		Joshua Furgason	0 0	5 0	1 0	6 0
		Scott Wunderlich	0 0	1 0	0 0	1 0
		Tom Hanson	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	24 1	1 0	25 1
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	1 0

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			High	Low	Medium	MR Total
Human Resource Management	Capitol Hosting	Assigned to Individual Total	1 0	1 0	0 0	2 0
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	1 0	4 0	0 0	5 0
		Assigned to Individual Total	1 0	10 0	0 0	11 0
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Gary Graham	0 0	2 0	0 0	2 0
		Gavin Barney	0 0	2 0	0 0	2 0
		Todd Manning	0 0	1 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MR Total
Human Resource Management	Metro B Help Desk	Val Shepherd	0	5	0	5
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Metro B Hosting	James Gramse	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Desktop Support	Benjamin Moore	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	1	0	1
			0	0	0	0
		Cliff Jensen	0	2	0	2
			0	0	0	0
		Reed Stohel	0	1	0	1
			0	0	0	0
	Metro C West Desktop Support	Ross Owen	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
			0	0	0	0
	Metro C Hosting	Jason Wihongi	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Lynn McCrary	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	John Donaldson	0 0	1 0	0 0	1 0
		Troy Morris	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		2 0	72 6	1 0	75 6
	Customer Company Total			2 0	72 6	1 0

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Resource Management	Application Services	Danielle Hood	0 0.00	2 0.97	0 0.00	2 0.97
		Martin Gonzalez	0 0.00	3 86.98	0 0.00	3 86.98
		Assigned to Individual Total	0 0.00	5 52.57	0 0.00	5 52.57
	Capitol Desktop Support	Brian Bintz	0 0.00	13 1.18	0 0.00	13 1.18
		Chad Poll	0 0.00	2 0.00	0 0.00	2 0.00
		Joshua Furgason	0 0.00	5 1.45	1 0.24	6 1.24
		Scott Wunderlich	0 0.00	1 1.16	0 0.00	1 1.16
		Tom Hanson	0 0.00	3 4.16	0 0.00	3 4.16
		Assigned to Individual Total	0 0.00	24 1.51	1 0.24	25 1.46
	Capitol Hosting	Curtis Parker	0 0.00	1 2.04	0 0.00	1 2.04

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			High	Low	Medium	ATTR Total
Human Resource Management	Capitol Hosting	Jake Vandenberghe	1 0.17	0 0.00	0 0.00	1 0.17
		Assigned to Individual Total	1 0.17	1 2.04	0 0.00	2 1.10
	Enterprise Security	Bobette Phillips	0 0.00	1 158.37	0 0.00	1 158.37
		Assigned to Individual Total	0 0.00	1 158.37	0 0.00	1 158.37
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.15	0 0.00	2 0.15
		Julie VanBeekum	0 0.00	2 0.24	0 0.00	2 0.24
		Vicky Marrelli	1 0.00	4 0.94	0 0.00	5 0.75
		Assigned to Individual Total	1 0.00	10 0.45	0 0.00	11 0.41
	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Sean Chadbourne	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	2 0.03	0 0.00	2 0.03
	Metro B Help Desk	Gary Graham	0 0.00	2 0.06	0 0.00	2 0.06
		Gavin Barney	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTR Total
Human Resource Management	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	5 0.22	0 0.00	5 0.22
		Assigned to Individual Total	0 0.00	10 0.12	0 0.00	10 0.12
	Metro B Hosting	James Gramse	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	1 0.33	0 0.00	1 0.33
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 2.41	0 0.00	1 2.41
		Assigned to Individual Total	0 0.00	1 2.41	0 0.00	1 2.41
	Metro C Help Desk	Bill Hall	0 0.00	1 0.04	0 0.00	1 0.04
		Cliff Jensen	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 11.98	0 0.00	1 11.98
		Assigned to Individual Total	0 0.00	5 2.40	0 0.00	5 2.40
	Metro C Hosting	Jason Wihongi	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	1 0.39	0 0.00	1 0.39

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Human Resource Management

			High	Low	Medium	ATTR Total
Human Resource Management	Metro C West Desktop Support	Shane Squire	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	1 0.50	0 0.00	1 0.50
	Metro D Desktop Support	Lynn McCrary	0 0.00	1 5.51	0 0.00	1 5.51
		Assigned to Individual Total	0 0.00	1 5.51	0 0.00	1 5.51
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	1 5.58	0 0.00	1 5.58
		Troy Morris	0 0.00	3 0.91	0 0.00	3 0.91
		Assigned to Individual Total	0 0.00	4 2.08	0 0.00	4 2.08
	Voice Operations	Julie Sabato	0 0.00	1 0.80	0 0.00	1 0.80
		Romanza Hamblin Sorensen	0 0.00	2 0.93	0 0.00	2 0.93
		Assigned to Individual Total	0 0.00	3 0.89	0 0.00	3 0.89
	Assigned Group Total		2 0.08	72 6.91	1 0.24	75 6.64

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	High	Low	Medium	ATTR Total
Customer Company Total	2 0.08	72 6.91	1 0.24	75 6.64

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Detail

INC000000592436	Angela Abbott Application Services	Application Martin Gonzalez	Reporting Human Resource Management	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.09 27.85
INC000000619789	Kim Diamond-Smith Application Services	Application Martin Gonzalez	None Human Resource Management	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	161.64 195.64
INC000000623021	Casey Parry Enterprise Security	None Bobette Phillips	None Human Resource Management	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.36 158.37
INC000000627831	Patricia M Kingsbury Capitol Desktop Support	Application Tom Hanson	None Human Resource Management	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	3.43 7.39
INC000000630605	Jolene Davis Help Desk	Application Brenda Treadway	Password Human Resource Management	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000630644	William Brandon Capitol Desktop Support	Network Joshua Furgason	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.39 0.71
INC000000630666	Jolene Davis Rural Central Desktop Support	None John Donaldson	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.33 5.58
INC000000630810	Jolene Davis Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.25 1.26
INC000000630889	Jolene Davis Capitol Hosting	Application Curtis Parker	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 2.04
INC000000630975	Matthew Romney Capitol Desktop Support	Application Tom Hanson	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.77 2.04
INC000000631157	Anita Quibell Metro C Help Desk	Application Reed Stohel	Error Human Resource Management	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000631238	John Golom Metro C Help Desk	Application Ross Owen	Password Human Resource Management	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 11.98
INC000000631517	Debi Tripp Rural Central Desktop Support	PC/Laptop Troy Morris	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.54 1.77
INC000000631564	Tina Sweet Voice Operations	Application Julie Sabato	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.49 0.80
INC000000632005	Jolene Davis Rural Central Desktop Support	None Troy Morris	None Human Resource Management	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.46
INC000000632129	Dana Powers Capitol Desktop Support	None Chad Poll	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000632225	April Nicholls Application Services	Application Martin Gonzalez	None Human Resource Management	gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	14.25 37.44
INC000000632285	stephanie kenny Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632546	Mary Ann Davis Metro C West Desktop Support	Application Shane Squire	Error Human Resource Management	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.50
INC000000632581	Cappi Stamper Help Desk	Application Vicky Marrelli	Password Human Resource Management	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632615	Denice Graham Help Desk	Application James Stearns	Password Human Resource Management	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000632654	Alan Lake Metro B Help Desk	None Val Shepherd	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000632717	Michelle Watts Application Services	Application Danielle Hood	Reporting Human Resource Management	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.96
INC000000633007	Sarah Tice Help Desk	None Vicky Marrelli	None Human Resource Management	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.58 2.03
INC000000633133	Sarah Tice Help Desk	Application Vicky Marrelli	Reporting Human Resource Management	Gmail High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633803	Travis Thurston Metro B Help Desk	Application Val Shepherd	Password Human Resource Management	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.60 0.60
INC000000634109	Gaye Betts Metro D Desktop Support	Network Lynn McCrary	Error Human Resource Management	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.49 5.51
INC000000634437	Debbie Cragun Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.73
INC000000634504	Angela Abbott Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.37 1.16
INC000000634734	Brenda May Help Desk	Application Brenda Treadway	Password Human Resource Management	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000634746	Debi Tripp Metro B Help Desk	PC/Laptop Val Shepherd	Password Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000634805	Jeffie Dickerson Metro C Help Desk	None Cliff Jensen	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000634820	Debi Tripp Metro B Help Desk	None Gary Graham	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12

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INC000000634872	Sharon Reynolds	Telecom	Hardware	None		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.60
INC000000634878	Debi Tripp	None	None	ZENworks for Desktops		TIR Missed: No	0.50
	Rural Central Desktop Support	Troy Morris	Human Resource Management	Low	Closed	TTR Missed: No	0.50
INC000000635727	Patricia M Kingsbury	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.78
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.79
INC000000635896	Karen Heaton	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000636434	Jeffie Dickerson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000636789	Kris M Haslam	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000636790	Lori Oram	PC/Laptop	None	None		TIR Missed: No	0.03
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.36
INC000000636881	Angela Abbott	Application	Error	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000637176	Sarah Tice	None	None	None		TIR Missed: Yes	1.58
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	1.71
INC000000637571	Kelly Chinn	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000637586	Dana Powers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000637771	Katie Clayton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000638362	Crystal Ludwig	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	0.06
INC000000638693	Matthew Goms	Application	Error	PGP		TIR Missed: No	0.67
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.78
INC000000638980	Matthew Goms	PC/Laptop	Error	None		TIR Missed: No	0.55
	Capitol Desktop Support	Tom Hanson	Human Resource Management	Low	Resolved	TTR Missed: No	3.06
INC000000639494	Patricia M Kingsbury	Application	None	PGP		TIR Missed: No	0.16
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	2.16
INC000000639500	Angela Abbott	PC/Laptop	Error	None		TIR Missed: No	0.76
	Capitol Desktop Support	Joshua Furgason	Human Resource Management	Low	Resolved	TTR Missed: No	0.76

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INC000000639633	Cindy Bane Metro B Help Desk	Application Gavin Barney	Error Human Resource Management	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000640499	Casey Parry Help Desk	PC/Laptop Julie VanBeekum	Performance Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000640803	Larene Wyss Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.33 1.30
INC000000640874	Debi Tripp Metro B Help Desk	Application Val Shepherd	None Human Resource Management	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000641024	Mike Hansen Capitol Desktop Support	PC/Laptop Brian Bintz	Error Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.22 0.88
INC000000641045	Jamie Boyle Metro B Help Desk	Application Val Shepherd	None Human Resource Management	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000641310	Glenn Parsons Metro D Help Desk	Application Doug Brown	Error Human Resource Management	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000641761	Mike Hansen Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000641774	Melissa Little Metro C Desktop Support	None Benjamin Moore	None Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 2.41
INC000000642750	Larene Wyss Application Services	Application Danielle Hood	None Human Resource Management	Gmail Low	TIR Missed: No TTR Missed: No	0.98 0.98
INC000000642970	Jeri Lea Buckley Metro C Hosting	Network Jason Wihongi	Error Human Resource Management	Active Directory Low	TIR Missed: No TTR Missed: No	0.39 0.39
INC000000643082	Sarah Tice Capitol Desktop Support	Network Brian Bintz	Incident Human Resource Management	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 1.09
INC000000643391	Tina Sweet Capitol Hosting	None Jake Vandenberghe	None Human Resource Management	None High	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000643469	Letty Debenham Capitol Desktop Support	Network Joshua Furgason	None Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.35 1.07
INC000000643660	Kathryn Medina Metro B Desktop Support	None Cindy Reed	None Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643688	Kelly Cheney Help Desk	Network James Stearns	Performance Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643710	Matthew Romney Capitol Desktop Support	Network Joshua Furgason	Performance Human Resource Management	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.30 0.55

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INC000000643888	Letty Debenham	PC/Laptop	Hardware	None		TIR Missed: No	0.55
	Capitol Desktop Support	Joshua Furgason	Human Resource Management	Low	Resolved	TTR Missed: No	4.15
INC000000644008	Jennifer Wakefield	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000644031	Alan Lake	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000644086	Tami Hart	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000644399	Letty Debenham	PC/Laptop	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Human Resource Management	Medium	Resolved	TTR Missed: No	0.24
INC000000644656	Patricia M Kingsbury	PC/Laptop	Virus	None		TIR Missed: No	0.42
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	2.67
INC000000644661	Cindy Bane	Server	Error	None		TIR Missed: No	0.33
	Metro B Hosting	James Gramse	Human Resource Management	Low	Resolved	TTR Missed: No	0.33
INC000000644894	Letty Debenham	PC/Laptop	Error	None		TIR Missed: No	0.30
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.46